



Calhoun County

Administrative Services Department

Purchasing Division

"Building A Better County Through Responsive Leadership"

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Bradley J. Wilcox
Assistant County Administrator

TO: Potential Bidders

DATE: September 15, 2016

RE: Questions and Responses - RFB#114-16: RECORDS MANAGEMENT SYSTEM

The following information represents a list of bidder's questions, and the corresponding replies from the County, which were received by the Calhoun County Purchasing Department on or before September 13, 2016, in accordance with instructions stated in RFB#114-16, Sec. 2.4 "Inquiries".

All potential bidders are responsible for the information contained in this distribution when responding to RFB#114-16.

Vendor questions are italicized, and are numbered followed by the corresponding response by the County in **bold** text

1. Q: *Will you also conduct a back file conversion of legacy documents? If so, how will the County handle the labor or staffing to complete the actual scanning? Once information becomes digital how do you plan to retrieve this information?*
A: **Conversion of legacy documents is not included in this Records Management System. Only the conversion of our currently imaged documents from 1966 forward are included in the project scope.**
2. Q: *Can companies outside of the USA respond to this RFP? Can the required tasks be performed outside of the USA?*
A: **It is not a requirement of the RFP that bidders be located within the USA.**
3. Q: *Will the awarded firm be required to attend meetings on-site?*
A: **Yes, if selected for a demonstration.**
4. Q: *Can proposals be submitted via email?*
A: **Ref. Sec. 1.1 "Proposal Submission".**

5. Q: *What e-procurement functions are you currently providing?*
A: **The County currently provides indexes for Death, Marriages, and Assumed Name Certificates with the intention of our customers being able to order certified copies of vital records online. In addition, all of our Register of Deeds land records from 1966 to present, both indexes and digital images, are available online. The digital images of the land records are available for purchase with a credit card. A receipt is emailed to the customer with a link to the documents which remains current for 48 hours.**
6. Q: *Clarify “All input (i.e. batch, interfaced and on-line) edited via County Clerk - defined parameters prior to processing”*
A: **To be determined post-award.**
7. Q: *Provide examples of mass changes you might request.*
A: **To be determined post-award.**
8. Q: *Does the County require 4 copies of the completed Tech Table?*
A: **yes.**
9. Q: *Where is indexing done - one location or both?*
A: **Indexing of Land Records is done in one Marshall location. Indexing of Marriage Licenses, Assumed Names/DBAs, and Military Discharge Papers/DD214s are done in both Marshall and Battle Creek locations.**
10. Q: *Where is scanning done - one location or both?*
A: **Scanning is done in one Marshall location for both Land Records and Vital Records.**
11. Q: *Are copies of insurance required with the bid submission, or once the bid is awarded?*
A: **When bid is awarded.**
12. Q: *Describe the current network infrastructure between the 2 locations.*
A: **Sites (WAN links) are connected by AT&T Switched Ethernet leased circuits. Connections are 1 Gigabit capable but provisioned at 100 Megabit.**
13. Q: *Do you currently rent or own your equipment (i.e. servers, workstations, scanners, etc.) Provide specs for all owned equipment. If specs for existing equipment complies with our requirements should we consider using it or are you looking for new equipment?*
A: **The County owns the equipment. A Windows 7 operating system is employed; Land Records scanner is Fujitsu FI-6770 FD; Vital Records scanner is Canon DR C-225. New equipment is not requested in the RFP.**
14. Q: *Is the Treasurer’s Office included in the specified 15 users?*
A: **It is not included in the 15 users. The only communication between the Clerk and Register of Deeds and the Treasurer’s Office is through the electronic filing/recording of Land Records.**
15. Q: *Ref. Sec. 3.4.3.1.13 “Indexing Capabilities”: Define custom checklists.*
A: **To be determined post-award.**
16. Q: *Ref. Sec. 3.4.16 “System Response Time”: Do you require 3 different physical servers (1 each for database, images, browser-based searching), or are you open to more cost effective configurations?*
A: **The County is open to alternate cost effective solutions.**

17. Q: *Ref. Sec. 3.4.18 "Source Code in Escrow": This paragraph is in conflict with our company policy. Will removing this item from the contract prevent us from being considered?*
A: **The most responsive proposal will be considered by the County. Taking exception will not eliminate a proposal from consideration.**
18. Q: *Ref. Sec. 3.5.3 "Project Organization Chart": Please clarify.*
A: **Responses are requested as-stated in Sec. 3.5.3.**
19. Q: *Ref. Sec. 1.1.15: What is the expected schedule for RFP award and contract execution?*
A: **The County Board of Commissioners will vote to award the RFP on Thursday, November 17 and the awardee will be notified on Friday, November 18. A contract will soon follow.**
20. Q: *Ref. Sec. 3.2: Does the 2nd location plan on connecting to the first location with the server using remote desktop?*
A: **No. Site connections allow for standard Client/Server configurations.**
21. Q: *Ref. Sec. 3.2: How many gigabytes of storage space do your current data and images require?*
A: **270 Gigabytes for the primary image server and 210 Gigabytes for the web server.**
22. Q: *Ref. Sec. 3.4.2: What is the desired workflow?*
A: **To be determined post-award.**
23. Q: *Ref. Sec. 3.4.3.1 & 3.4.3.1.1-13: How much human interaction does the County desire/anticipate for indexing and verification?*
A: **The Clerk staff will verify all data.**
24. Q: *Ref. Sec. 3.4.6.1: "Responder must describe in detail how e-recordings in the proposed system" is an incomplete sentence. What role do e-recordings play in the proposed system?*
A: **E-recording will be an important consideration when evaluating proposals.**
25. Q: *Ref. Sec. 3.4.6.2: Is it the intent of this provision to provide a single e-recording interface for all e-recording submitters? Does the County anticipate the use of e-recording for submitters other than those who have adopted PRIA standards?*
A: **To be determined post-award.**
26. Q: *Ref. Sec. 3.4.15: Is it the County's intent to mirror data at its site, including transaction data (financial), indexing and image files?*
A: **The County will consider hosted solution or local installation and data warehousing.**
27. Q: *Ref. Sec. 3.4.22-23: Does the County plan to perform daily backup services through (a) the County's Register of Deeds Office staff, or (b) the County's IT staff?*
A: **yes.**
28. Q: *Under "Application Requirements General Requirements": Can you describe an example of an action that would be activated?*
A: **To be determined post-award.**
29. Q: *Under "Historical Records Scanning": What is meant by the "case file" and can you describe what identifiers are expected to be tagged in the PDF?*
A: **This sentence should be eliminated and is not a requirement in your proposal response.**

30. Q: Under “Governmental, Personal Property, and Chattel Records Imaging”: Are cattle brands and chattel records collected by the Clerk’s Office?
A: **no.**
31. Q: Under “cashiering”: What specific make and model of validation printer do you use today?
A: **Epson TM T90 Model M165A receipt printer and DataMax Mark III E-4205A label printer for Land Recordings.**

*****This concludes the inquiry phase of RFB#114-16*****

Bids are due THURSDAY, SEPTEMBER 29, 2016; 3:00 pm (Local time)

LATE BIDS WILL NOT BE CONSIDERED